

Program Self-Assessment Booklet 9

Child Development and Health Services: Tracking and Follow-up

Core Question to be answered by the Self-Assessment team:

How does the grantee track the provision of all child health and developmental services and ensure that follow-up services are received in a timely manner?

Purpose:

The objective is to ensure that all child health and developmental concerns are identified, and children and families are linked to an ongoing source of continuous, accessible care to meet their basic needs (Introduction to 1304.20, p. 41).

This booklet will help you assess if the program meets Federal *Performance Standards* relating to monitoring and necessary follow-up of all child health and developmental services. Related *Performance Standards* include: 1304.20(c)-1304.20(f); 1304.41(a)(1); 1304.51(g); 1308.18.

As you conduct your assessment of the program's health care tracking and follow-up, pay close attention to how the program:

- Utilizes a system for tracking health and developmental services to provide a safety net for children to ensure that they receive all necessary services
- Promotes communication between and among managers and staff to plan and coordinate follow-up services in an integrated way
- Accesses community resources to connect children and families with follow-up services

Helpful tools to support data collection in this area follow.

Review:

Ask the Head Start director and/or responsible manager to provide you with access to:

- Sample child/family files
- Written plans and procedures describing health services
- Sample tracking reports
- **Important data sources relevant to this area such as the *PRISM* report, *PIR* data, Community Assessment, strategic plan or short and long term program goals**

Are there procedures to track the provision of health care services?

Yes No Comment: _____

Are there written procedures on the handling, storage and administration of medications?

Yes No Comment: _____

Are there procedures by which staff can identify any new or recurring medical, dental or developmental concerns so that they may quickly make appropriate referrals?

Yes No Comment: _____

Note: At least one staff person should sit on this review team so they can access and review child/family files. Other team members may not have access to these files based on the program's confidentiality policy.

Ask your team leader to provide you with a number of children's records that represent children with identified health and nutritional needs. Review these records to answer the following:

Are parents requested to inform the program of a child's particular health needs and dietary considerations (allergies, medications) upon enrollment?

Yes No Comment: _____

Do the files indicate that follow-up plans have been developed and implemented for health conditions that have been identified?

Yes No Comment: _____

Are doctor's instructions and parental consent obtained before medication is administered?

Yes No Comment: _____

Is there a record maintained of all medications dispensed?

Yes No Comment: _____

Is the record reviewed regularly with parents?

Yes No Comment: _____

Interview:

The Self-Assessment team member should interview the health manager. Use the questions below to assist you with interviews:

What are your procedures for tracking child health services?

How do you make sure follow-up treatments are provided in a timely manner?

Describe the system that you use within your own program to integrate and coordinate services to children and families. Do managers meet regularly to communicate about and coordinate services? Describe that process.

Do direct service staff (e.g., teachers and family service workers) meet to coordinate services? Describe that process.

Describe the role that the parent plays in arranging and providing for follow-up services to children.

Describe the role that direct service staff (e.g., teachers, family service workers) have in implementing follow-up services to children.

How has the program reached out to partner with health care providers and other providers in the community to link children and families with needed services?

Team Member Summary Worksheet

Summary of Results for Tracking and Follow-Up

Areas where the program is working well. Provide examples of program strengths or areas where the program exceeds *Performance Standards*:

Areas where the program needs improvement:

Additional areas of concern:
